



Visitor & Patient Updates

As of 11/02/2020

General Guidelines:

In response to the recent rise of positive COVID cases in the North Country, **Carthage Area Hospital will suspend all hospital & assisted living facility visitation starting Tuesday, October 27th, 2020.** Exceptions include: patient support persons, or family members and/or legal representatives of patients in imminent end-of-life situations. There can also be one support person to accompany a pregnant individual for the duration of their stay as medically appropriate.

Our Beaver River School Based Health Center is temporarily closed during this time and will re-open once the school district approves to re-open the school. Patients can utilize the Carthage Walk-In Clinic or call the LaFargeville School Based Health Center to schedule a telemedicine visit at 315-519-5415.

We're taking all precautions to keep you and our patient's safe while adhering to DOH & CDC guidelines. Our Visitation Policy will be updated to reflect these changes. The most recent visitation guidelines are outlined below:

LATEST VISTATION CHANGES

- All hospital & assisted living facility visitations are now suspended, **EXCEPT** for patient support persons, or family members and/or legal representatives of patients in imminent end-of-life situations. There can be one support person to accompany a pregnant individual for the duration of their stay as medically appropriate.
- All visitors meeting these exceptions will be screened for symptoms or potential exposure to someone with COVID-19.
- Visitors may **NOT** be present during procedures and recovery room **EXCEPT** for pediatrics, childbirth, and patients with an intellectual, developmental, or other cognitive disability as listed in the Department's May 20th Revised Visitation Guidance;

- Visitors will be provided with and must wear appropriate personal protective equipment as recommended by the Department and the Centers for Disease Control and Prevention;
- Visitors who fail to wear a face mask and other PPE will be asked to leave the facility;
- Visitors must undergo symptom and temperature checks upon entering the facility, and shall be denied entry if they report significant COVID-19 exposure or symptoms during the prior 14 days or have a temperature equal to or greater than 100.0 degrees Fahrenheit;

The Department of Health may adjust visitation policies based on the prevalence of COVID-19 in a region or county.

If you are a patient seeking emergency medical care, please call 315-519-5478 prior to your arrival.

If you are a patient with an appointment at the hospital, please call 315-519-5564 or 315-519-5565 prior to entering the building

Hospital Valet Parking is currently suspended.

Upcoming Free Classes

- **Tobacco Cessation Workshops** – we are currently offering virtual, one-on-one tobacco cessation workshops. To sign up, please call Christopher Bradley, PharmD, RPh, MBA at 315-519-5540.
- **Breastfeeding Education** – classes will be held on the first Tuesday of each month from 4pm-6pm. To sign up, please visit <http://www.carthagehospital.com/patients-visitors/classes/breastfeeding-classes/or-call-315-493-1000-ext-5547>.
- **Childbirth Education** – classes are held every other month on the 3rd Wednesday from 5:30pm-8:30pm in the Hospital Conference Room. To sign up, visit <http://www.carthagehospital.com/patients-visitors/classes/childbirth-education/> or call 315-493-1000 ext. 5547.

- **Diabetes Education** – for more information, please contact Carly Draper at 315-519-5468.
- **Child Passenger Fit Station** – classes are held on the first Wednesday of each month from 9am-2pm. To sign up, please visit <http://www.carthagehospital.com/patients-visitors/classes/car-seat-education/>

All attendees will need to be screened at the front entrance of the hospital. All those attending a class inside one of our facilities will need to wear a mask. Class size will be limited and social distancing will be enforced.

For more information, please visit www.carthagehospital.com.

COVID Information

For more information regarding the virus and the most up-to-date information, the Centers for Disease Control is frequently posting to their website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. The New York State Department of Health is operating a 24-hour hotline at [1-888-364-3065](tel:1-888-364-3065), where you can speak directly to healthcare professionals with your questions about COVID-19.

Thank you for your cooperation.

Outpatient Clinic/Facility Specific Guidelines:

Important Notice

If you visit one of our outpatient clinics, we ask that you please call their phone number or ring the doorbell prior to entering the building to let staff know that you have arrived.

Telemedicine Visits

The following clinics are now set up to conduct telemedicine visits:

- **Walk-In Clinic**→*The Walk-In Clinic is encouraging patients to call prior to coming in and if the provider feels that their symptoms would be fit for a telemedicine visit, we can do that before they even leave their home.*
- **Carthage Family Health Center** (Primary Care & Pediatrics)
- **Behavioral Health**
- **Women's Way to Wellness**
- **School Based Health Centers** (Carthage Middle School, Carthage High School, LaFargeville Central School, and Beaver River Central School)
- **Philadelphia Medical Center**
- **Urology**
- **Orthopedics**
- **Podiatry**
- **Surgical**
- **Physical & Occupational Therapy**

All location information can be found at www.carthagehospital.com under the "locations" tab.

Professional Building (3 Bridge St. Carthage, NY)

All hospital staff and Carthage Area Hospital clinic patients (Urology, Neurosurgical, Orthopedics, Podiatry, and Behavioral Health) at the Professional Building should enter through the set of double doors to the right of the building - Urology/Neurosurgical door entrance. Patients & staff will have their temperatures taken at the front desk window at their clinic destination. All visitors/parents/aides will also have their temperatures taken the front desk window.

For all patients of Family Practice Associates, Elizabeth Wende Breast Care, and McCue Dental, you will need to enter through the set of double doors on the left hand side near the Carthage Hospital Foundation Office. You will be screened once you enter your desired location.

Any patient with a high temp/fever (100* or higher) will be directed to return to their car and call the clinic they were headed to in order to get further guidance from their provider/reschedule their appt.

**Franklin Building
(40 Franklin St. Carthage, NY)**

The Billing Office is not allowing visitation at this time. The doors are temporarily locked. All patients can pay their bills online with PayPal off of our website, by mail or by calling 315-519-5715. Patients can also call the call center at 855-339-2795.

Meadowbrook Terrace Assisted Living Facility

Visitation is currently suspended.

Sealant Grant Program

Parents & Guardians can contact Donna Farney with any questions about this program or obtain their child's records at 315-519-5917.

Insurance Enrollers

As part of the Hospital's mission, we serve the community's needs regardless of their ability to pay. If you are in need of insurance coverage or seek guidance in applying for government-based insurance, we have joined forces with MVP, Fidelis, and the North Country Prenatal-Perinatal Council (NCPPC) to connect you with a facilitated enroller. Typically, they are on-site at the hospital and at our Professional Building (3 Bridge St., Carthage), however, representatives from those agencies have cancelled their on-site visits until further notice. Their contact information is available here: <http://www.carthagehospital.com/patients-visitors/billing-insurance/> .